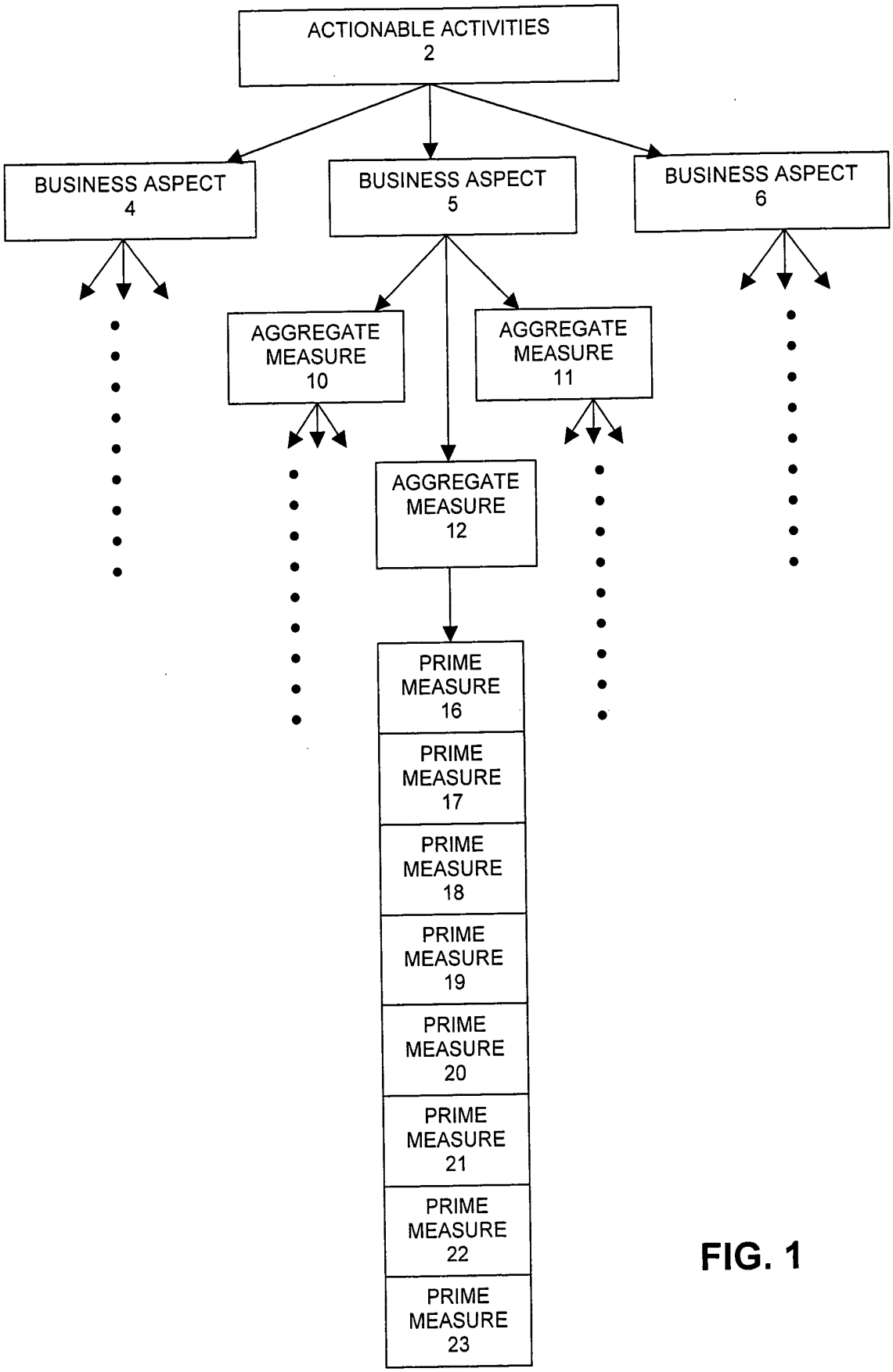
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BUSINESS ASPECT
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AGGREGATE MEASURE
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PRIME MEASURE
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PRIME MEASURE
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PRIME MEASURE
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PRIME MEASURE
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PRIME MEASURE
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PRIME MEASURE
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FIG. 1

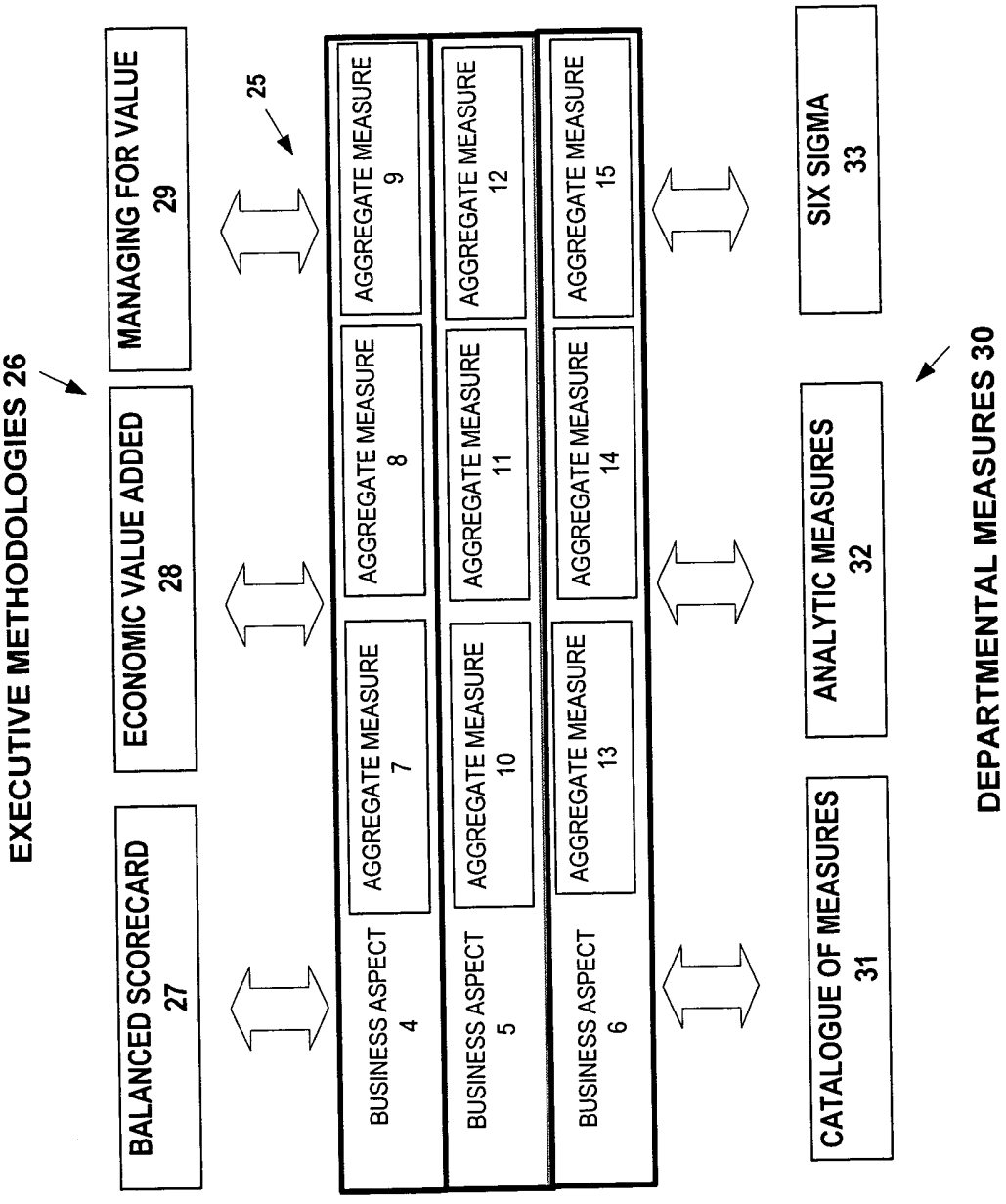
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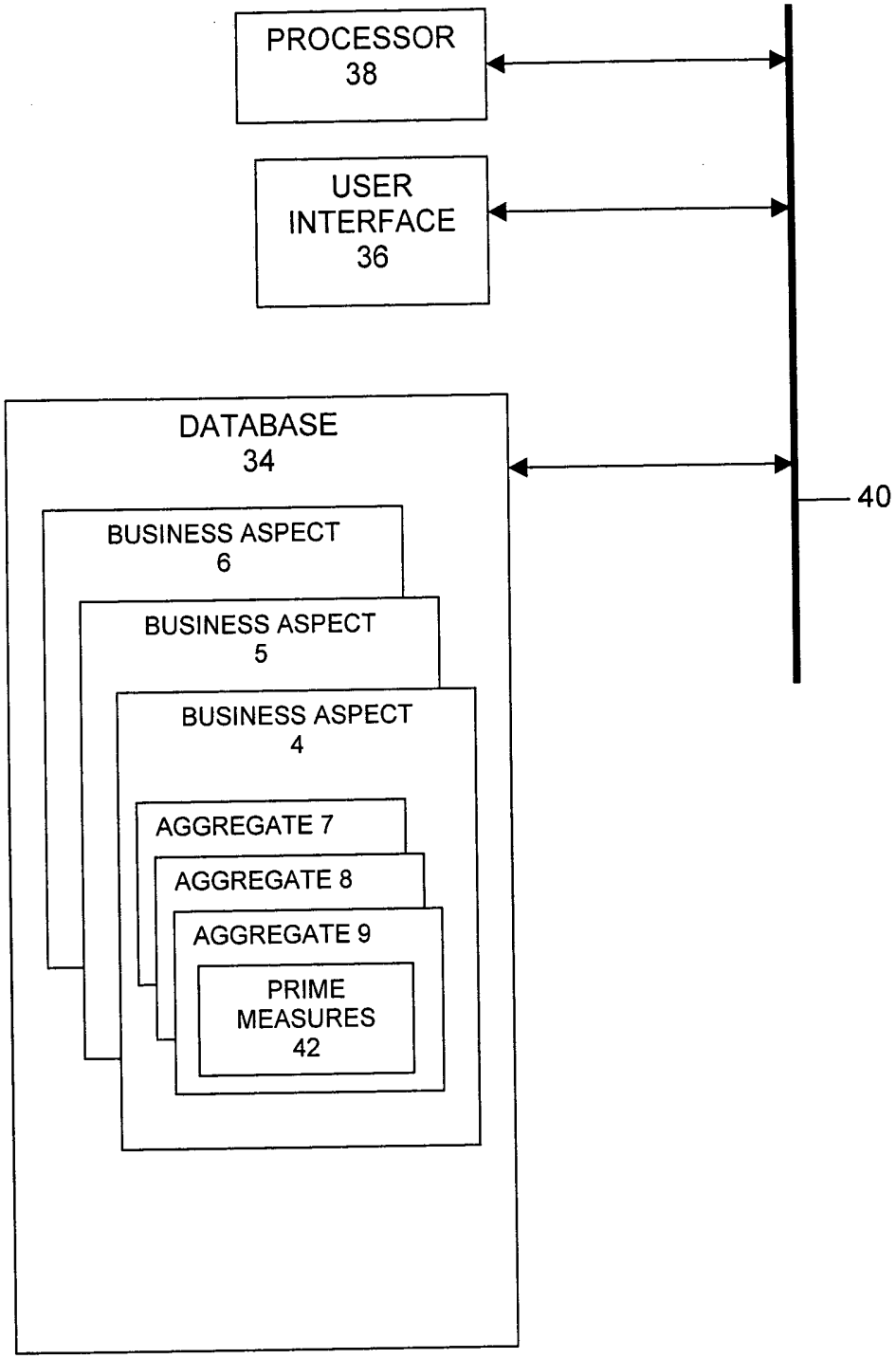
FIG. 2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BUSINESS ASPECT
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BUSINESS ASPECT
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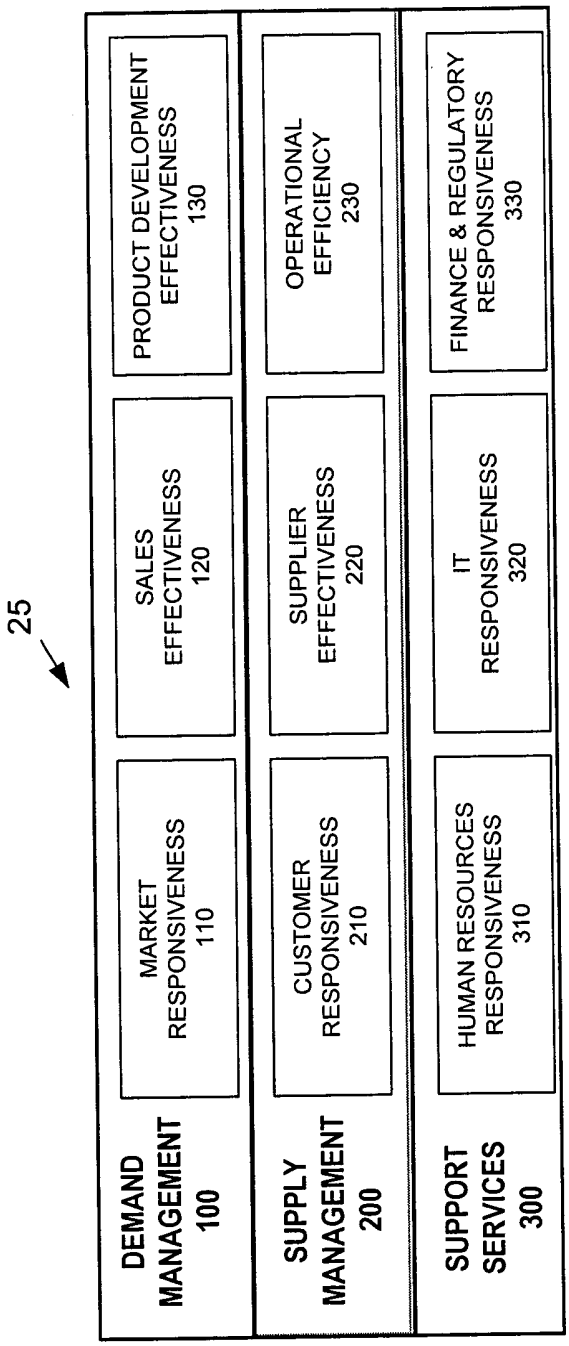
FIG. 3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OPERATIONAL EFFICIENCY 230
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FIG. 4

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	PRODUCT PORTFOLIO INDEX 115	CHANNEL PROFIT. INDEX 116	CONFIGURABILITY INDEX 117	
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	COST OF SALES INDEX 125	FORECAST ACCURACY 126	CUSTOMER RETENTION INDEX 127	
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FIG. 5